

DRAFT 12/09/2014



Das Auto.

Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

Subject: Emissions Service Action 23N5 – ECM Software
2012-2014 Model Year Volkswagen Passat with 2.0L TDI® Clean Diesel Engine

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency, we are informing you of our decision to conduct an emissions service action on some 2012-2014 model year Volkswagen Passat 2.0L TDI® Clean Diesel engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue, and what will we do?

Some vehicles may experience exhaust turbocharger failure (under extreme cold weather conditions) in a brief time period after initial vehicle start up. This condition could cause a MIL ON and possible vehicle performance problems. To diminish this condition Volkswagen will momentarily decrease vehicle turbocharger boost pressure only during extreme cold start parameters to assure necessary turbocharger performance.

In addition, the vehicle's engine management software has been improved to assure your vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, your vehicle will not pass an IM emissions inspection in some regions.

This work will take about one hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

IMPORTANT!

Please note that if the ECM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.

23N5/D5 USA

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What should you do?	In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service.
Lease vehicles and address changes	If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
Reimbursement of Expenses	If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
Can we assist you further?	<p>If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:</p> <p>Volkswagen of America, Inc., Attn: Customer CARE (23N5) 3800 Hamlin Road, Auburn Hills, MI 48326 1-800-893-5298 www.vw.com</p>
Checking your vehicle for open Recalls and Service Campaigns	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the <i>Recall/Service Campaign Lookup</i> tool at www.vw.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

DRAFT 12/09/2014



Das Auto.

Volkswagen Canada
P.O. Box 842, Stn. A
Windsor, ON N9A 6P2

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

Subject: Emissions Service Action 23N5 – ECM Software
2012-2014 Model Year Volkswagen Passat with 2.0L TDI® Clean Diesel Engine

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Volkswagen has determined that a defect, which relates to a prescribed emission standard, exists in certain 2012-2014 model year Volkswagen Passat 2.0L TDI® Clean Diesel engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue, and what will we do?

Some vehicles may experience exhaust turbocharger failure (under extreme cold weather conditions) in a brief time period after initial vehicle start up. This condition could cause a MIL ON and possible vehicle performance problems. To diminish this condition Volkswagen will momentarily decrease vehicle turbocharger boost pressure only during extreme cold start parameters to assure necessary turbocharger performance.

In addition, the vehicle's engine management software has been improved to assure your vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, your vehicle will not pass an IM emissions inspection in some regions.

This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

IMPORTANT!

Please note that if the ECM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.

What should you do?

In order to limit any possible inconvenience, please contact your

23N5/D5 CANADA

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authorized Volkswagen dealer as soon as possible to schedule this service. On or about December XX, 2014 the necessary repair instructions will be available to your authorized Volkswagen dealer.

**Lease vehicles and
address changes**

If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Reimbursement of
Expenses**

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

**Can we assist you
further?**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada
Attn: Customer Relations (23N5)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
www.vw.ca

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection